

Gladden Community House
183 Hawkes Avenue
Columbus, Ohio 43223
Voice (614) 227-1600 • Fax (614) 227-1648

Job Description

March 11, 2018

Community Services Program
Community Liaison/Community Services Case manager

Qualifications:

A B.S.W. or B.A. in a related field., LSW preferred. A minimum of one year experience as a community liaison and one year direct client case work experience primarily assisting with basic needs.

General Statement of Duties:

The Community Liaison/Case manager, under the supervision of the Vice President of Community Services, is responsible for identifying and attending key community meetings and initiatives, representing Gladden Community House in the Franklinton Community. As well as organizing and participating in neighborhood development activities to strengthen and support the residents, businesses, and organizations in our service area.

The liaison role is the liaison between the community and Gladden staff.

The case manager position provides minimum of two days a week designed to partnering with the Breathing Association scheduling clients at Gladden for utility assistance, as well as a variety of basic need assistance for walk in clients. The Community Organizer is directly responsible to the Vice President of Community Services and ultimately to the agency President/CEO.

Activities to be performed, but not limited to:

Community Liaison:

- Developing increased social, community, political awareness among Gladden staff, neighborhood residents, businesses, and organizations.
- Assisting and partnering with identified community leadership.
- Assisting with community events, activities, and groups.
- Participating on agency boards and task forces, when asked.
- Attending community meetings and representing the agency in a professional manner.

Provisional Services/ Case Management: To help meet the emergency needs of individuals and families within our service area by providing screening, intake, and applications for emergency financial assistance, including:

- Completing PIPP, HEAP, and E-HEAP applications in collaboration with the Breathing Association
 - . Coordinating with the formal resource system (other Human Service agencies like the Community Shelter Board, Hands On Central Ohio, Compass, JOIN, etc.).
 - Completing EFSP and Neighbor-to-Neighbor applications
 - Partnering with other community agencies to bring additional resources to our clients (Central Ohio Breathing Association Bus, OSU Dental Bus, etc.)
 - Making referrals as needed for food, prescription medications, and other emergency needs.
 - Advocating for the client with other resource systems.
 - Keeping accurate and up to date documentation on all client services.
- Attend training at the Breathing Association for both Winter Crisis and Summer
- Entering and maintaining HMIS database information for all clients served.

As part of the Community Services team, the Caseworker is expected to be flexible and cooperative with other team members in meeting our clients' needs.

The Caseworker will also perform other general duties and services as part of Gladden's Community Services staff as directed by the Vice President of Community Services or the agency President/CEO.

All agency staff are expected to develop and maintain a thorough knowledge of agency policies and procedures and of agency and community resources.